| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| 4 | Uttarakhand | | | | | | | |
| | | National FIS | 2018.64 | 2885.34 | 3474.04 | 2439 86 | 1976.89 | 1904.35 |
| | | International FIS | 17.41 | 200.71 | 115.17 | 65.79 | 34.82 | 47.9497 $ |
| | | GRAND TOTAL: | 2036.05 | 3086.05 | 3590.11 | 2505.65 | 2011.71 | 1952.30 |

* Based on responses received from State Govts.

$ ACA released for Externally Aided Projects in the State Sector

**New banking Ombudsman Scheme**

359. SHRI S. S. AHLUWALIA: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Government have introduced a new banking Ombudsman Scheme;

(b) if so, the details thereof;

(c) the salient distinction between the new scheme with the old one;

(d) the number of complaints registered with the Banking Ombudsman by intending borrowers, falling under the priority sector of loans, belonging to minority, ST, SC and other disadvantaged categories respectively about denial of loans by PSU and private sector banks year-wise since 2000-01 till 2006-07;

(e) the details of steps taken for redressal in respective cases; and

(f) steps being taken to improve upon the Ombudsman mechanism in future?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL): (a) and (b) A new Banking Ombudsman Scheme came into effect from January 1, 2006. The Banking Ombudsman Scheme, 2006, *inter-alia,* covers new grounds of complaints such as Credit Card complaints and complaints against non-adherence to Fair Practice Code by banks, facilitate online submission of complaims, etc,.

(c) The salient distinction between the Banking Ombudsman Scheme, 2002 and 2006 are given in Statement *(See* below).

(d) and (e) The database of RBI does not generate the information in the manner as called for in the question. However, the Year-wise details of number of complaints against sanctioning of loans and advances dealt under" the Banking Ombudsman Scheme from the year 2001-02 to 2005-06 are given as below:

| During the year | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 |
|---|---|---|---|---|---|
| Loans and advances | 1982 | 1651 | 1226 | 2291 | 5215 |

(f) Reserve Bank constantly works on making appropriate changes to the Banking Ombudsman Scheme so that the same will serve the customers of banks. An amendment to BO Scheme, 2006 was made in May, 2007 allowing complainants to appeal against the decisions of the Banking Ombudsman to reject a complaint.

As on date, no further changes to the Banking Ombudsman Scheme, 2006 is contemplated.

***Statement***

*The main differences between the banking Ombudsman scheme, 2002 and the banking Ombudsman scheme, 2006*

| Sl. No. | Banking Ombudsman Scheme, 2002 | Banking Ombudsman Scheme, 2006 |
|---|---|---|
| **APPOINTMENT** | | |
| 1. | Retired Executive Directors and above of banks or Joint Secretaries and above of Government were posted as Banking Ombudsmen. | Serving senior officers in the rank of General Manager and Chief General Manager **will** be posted as Banking Ombudsmen. |
| **STAFFING OF BANKING OMBUDSMAN OFFICES** | | |
| 2. | The staff of BO Offices was from RBI and SLBC Convenor banks. | RBI will staff the BO Offices fully. |
| **FUNDING OF THE SCHEME** | | |
| 3. | The Scheme was funded by the participant banks in the proportion of their working funds. | The Scheme will be fully funded by RBI. |
| **GROUNDS OF COMPLAINT** | | |
| **4.** | | Various new grounds of complaints such as credit complaints have been included in the BO Scheme, 2006. |
| **COMPLAINT SUBMISSION** | | |
| 5. | Mandatory that the specified complaint submission form be used. | Complaints can be in any form as long as all information is submitted.<br>- Further, complaints can be submitted by email and online.<br>Further, complaints can be forwarded by RBI/Government to the Banking Ombudsmen. |
| **APPEAL PROCESS** | | |
| 6. | Review Process. | Appellation process. |
| 7. | Only the banks can file for a review against the Award. | Both the banks and the complainant can appeal. |